

1. The first step is to identify the problem or goal. This involves understanding the current situation, identifying the key issues, and setting clear objectives.

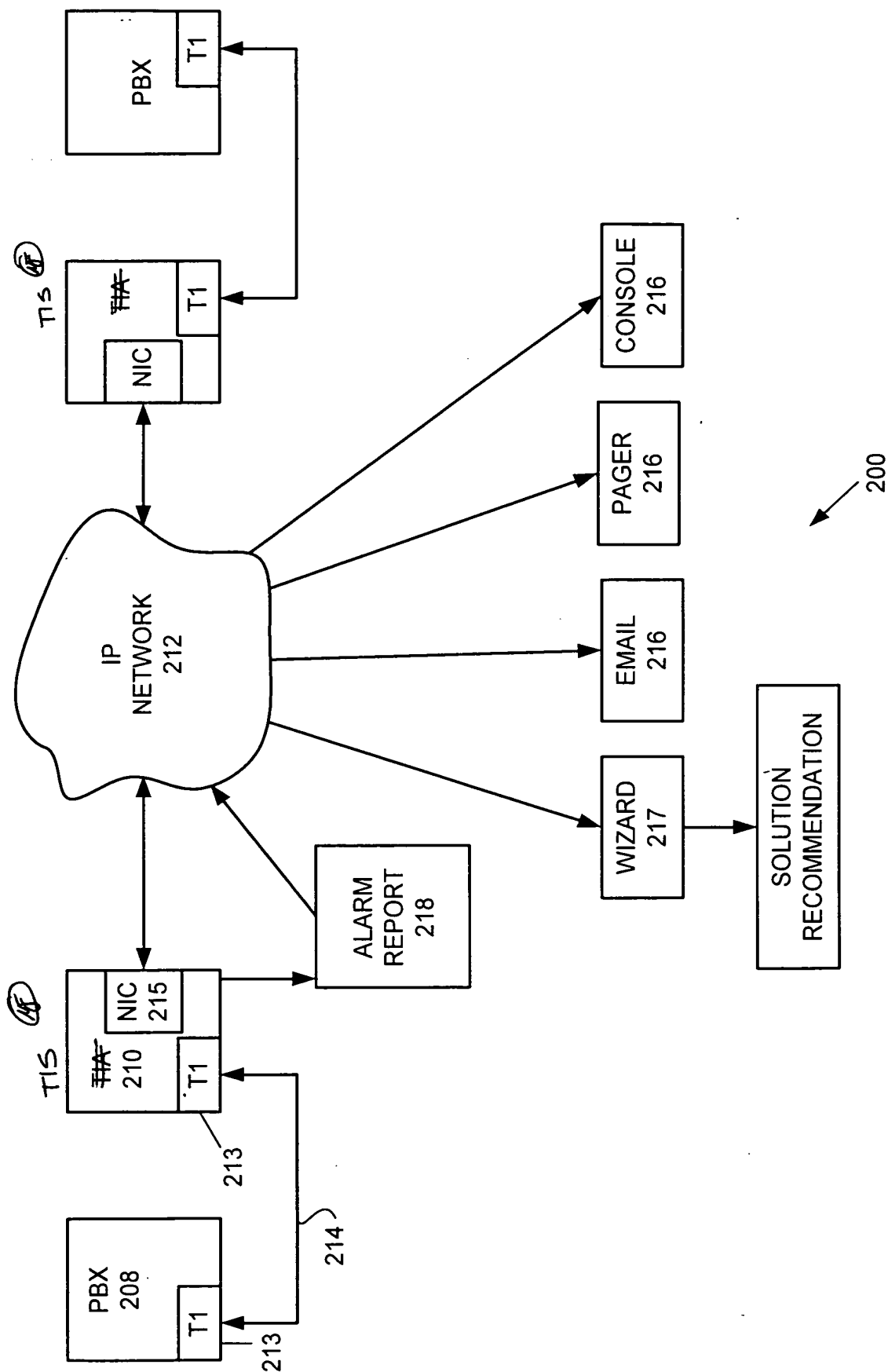


FIG. 1

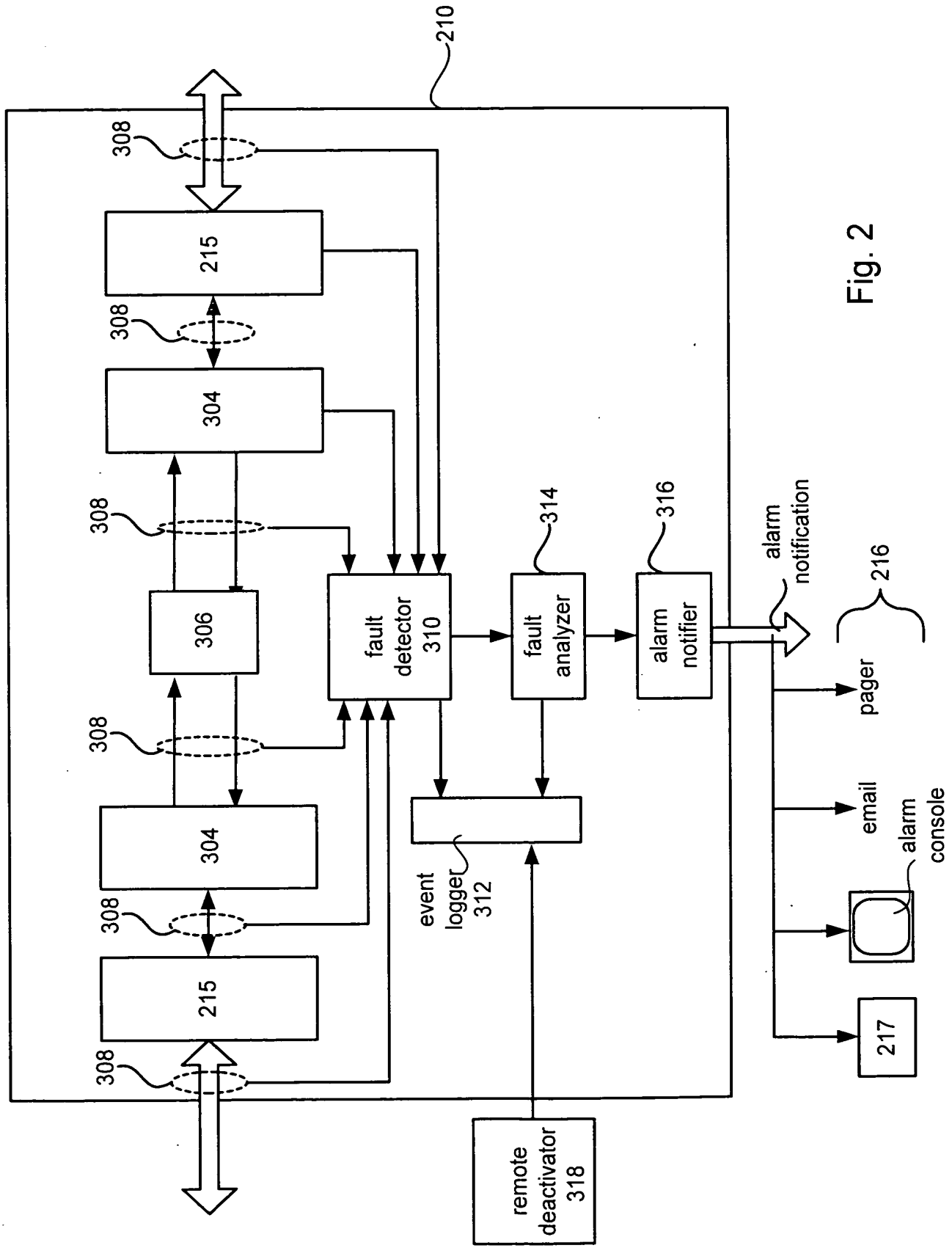


Fig. 2

The screenshot shows an email client window with a title bar that reads "TIS ALARM. - Message (Rich Text)". The window has a menu bar with "File", "Edit", "View", "Insert", "Format", "Tools", "Actions", "Table", and "Help". Below the menu bar is a toolbar with icons for "Reply", "Reply to All", "Forward", "Print", "Delete", "Move", "Copy", "Paste", "Undo", and "Redo". The email content is displayed in a text area with the following fields:

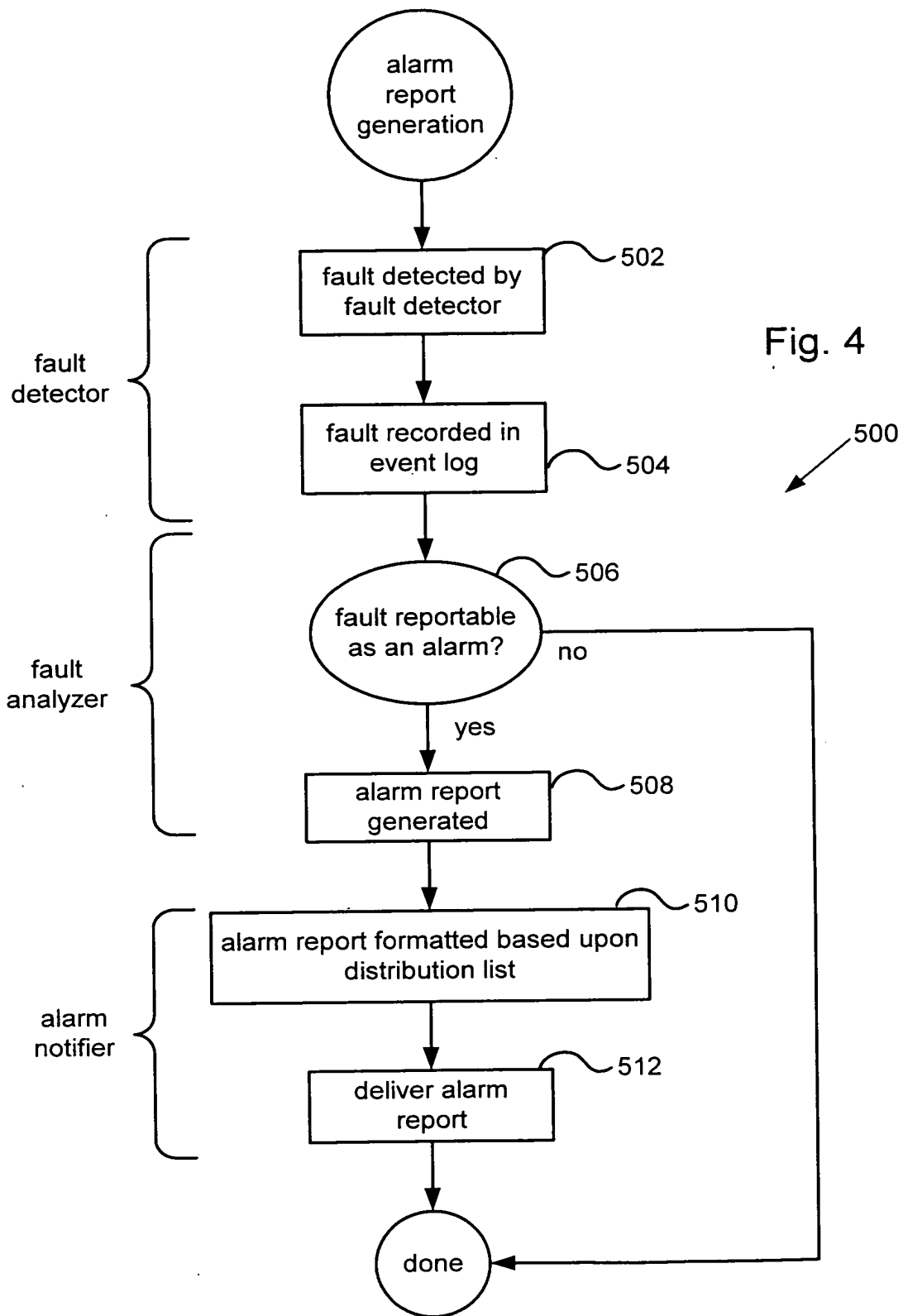
- From: TEST TIS USER [ttsuser@icn.stiemens.com]
- Sent: Wed 3/10/99 4:53 PM
- To: "TIS ALARM"
- Cc:
- Subject: TIS ALARM.

The body of the email contains the following text:

```
CARIBOU02.
{ CT Access failure ADIERR_INVALID_CALL_STATE:
  Routine=adiReleaseCall, CTAHD=0X800E000F
  03/10/99 16:52:33.
  Event ID c0000108 (hex)

{ Simultaneous messages limit reached, e-mail messaging
  temporarily suspended.
```

Fig. 3



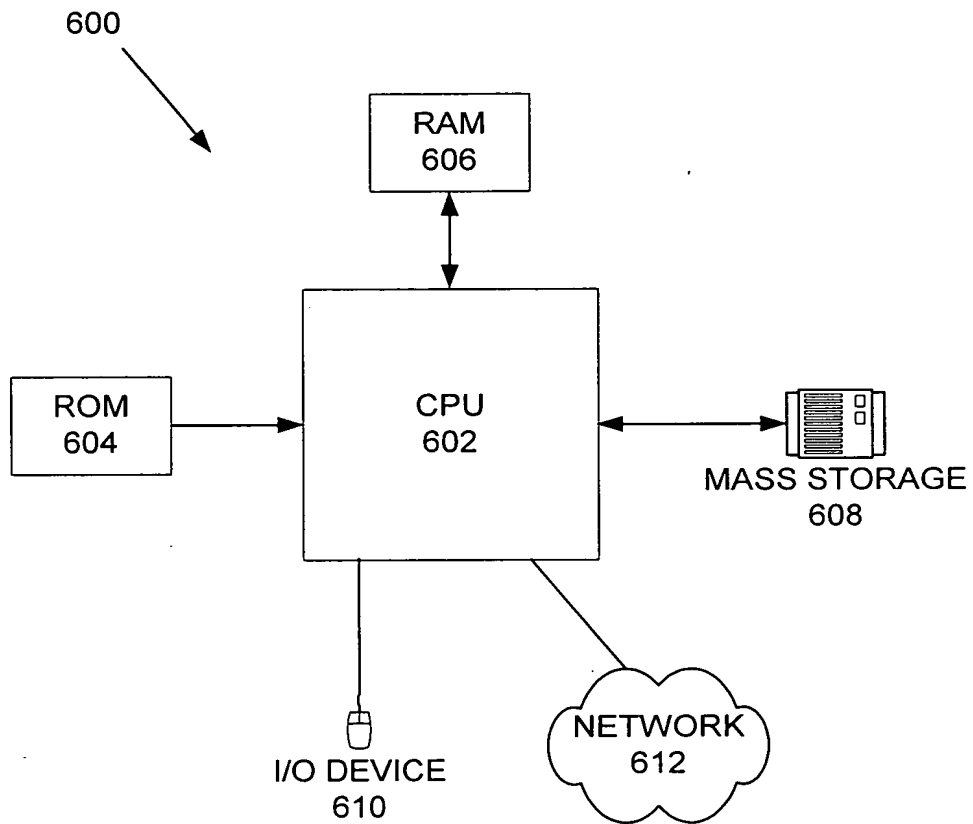


Figure 5